

NEWS RELEASE

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FOR IMMEDIATE RELEASE

New Medical Priority Dispatch System Coming to Perth County This Fall

STRATFORD, ON – This Fall, Perth County Paramedic Services and the London Central Ambulance Communications Centre (CACC) will introduce the Medical Priority Dispatch System (MPDS) for all medical 911 calls in Perth County. MPDS is built on decades of medical research and best practices. The system helps ensure that dispatch decisions are consistent, informed, and tailored to each patient's needs. The goal of MPDS is to send the right resource to the right patient at the right time.

While previous systems would dispatch ambulances on a first-come, first-served basis, this system supports a more clinically-driven approach. The system allows Central Ambulance Communication Centres to match available paramedic resources with a patient's condition, ensuring that the right paramedic resources are appropriately dispatched and patients with life-threatening conditions receive care immediately. The system optimizes paramedic resources, prioritizes the most urgent 911 calls, and ensures the right care at the right time for people.

"MPDS ensures patients receive the most appropriate response based on their medical needs while allowing dispatchers to provide critical instructions before paramedics arrive." said Tristan Barter, Deputy Chief of Operations, Perth County Paramedic Services.

When members of the public call 911 for a medical emergency, they will notice that the Emergency Medical Dispatchers ask more detailed, scripted questions. This is not intended to delay the response time but will provide Paramedics with vital information before they arrive and help the dispatcher provide you with immediate assistance over the phone. Some important changes with MPDS include:

- **More detailed questions** – Emergency Medical Dispatchers will ask additional questions about the patient's condition and exact location, especially in life-threatening emergencies such as cardiac arrest, stroke symptoms, severe bleeding, trauma, or loss of consciousness.
- **Paramedics dispatched right away** - Even while you are still answering questions, Paramedics will already be on the way to you.
- **Prioritized response times** - If the situation is not life-threatening, you may experience longer wait times so that Paramedics remain available for those who need immediate critical care.

- **Ongoing support from dispatchers** – Emergency Medical Dispatchers undergo extensive training with MPDS and will stay in contact with you, providing support and instructions until help arrives.

Residents can expect to hear more about MPDS in the coming weeks as Perth County Paramedic Services prepares for implementation.

About the Medical Priority Dispatch System

MPDS is a structured, medically approved system that helps Emergency Medical Dispatchers quickly identify the urgency of a call. By asking a specific list of more detailed questions, dispatchers can prioritize patients based on their needs and send the right resources to the right patients at the right time. This modernized evidence-based system is designed to help Paramedics reach the most critically ill patients as quickly as possible. The system also includes quality assurance measures to ensure patients continue to receive the highest standard of care, while those who can safely wait, do so without risk. **Learn more:** www.perthcounty.ca/MPDS

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About Perth County

Perth County is a vibrant upper-tier municipality located in Southwestern, Ontario and is home to a regional population of 81,565 residents. This rural region is comprised of 4 lower-tier member municipalities. Perth County provides emergency medical response throughout to Perth County, the City of Stratford, and the Town of St. Marys. To learn more about Perth County's services, visit: www.perthcounty.ca

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